APPLE – RMA PROCESS

Your account is tied to the Texas DIR contract.  You can request a return authorization by going to your [eCommerce.apple.com](https://urldefense.proofpoint.com/v2/url?u=http-3A__eCommerce.apple.com&d=DwMFaQ&c=ZQs-KZ8oxEw0p81sqgiaRA&r=zznEsY7KVX6GVsO5T3WqVse2cLPTu5e6tnIkOlgfB2I&m=LGi6i8WYcxBX5Qpnn1PPg4HIYiVLrQM43fMVemXWEI0&s=7L_vltmUJQYRVofVN8o7tCLLcqAdu2yf_kv-gfewDno&e=) site and using the order number to request an RMA.  If approved sales support will contact you with where to ship items back to at your expense.  They cannot take returns usually on configure to order or open items.

Here are some general instructions on completing a return request.  Sales Support can be reached at [educationsupport@apple.com](mailto:educationsupport@apple.com) for any questions.

As Apple Education moves to an online purchasing model, a new policy has been implemented requesting return requests be submitted online.

To aide with your submission, we have included below a step by step process guide how to submit your request online.

If you are not yet registered for ecommerce please let me know so I may register you.

-Please log into ecommerce, and locate the drop down located in the upper right corner.

(You may want to view the movie at the bottom of this email.)

-Select “Return request” in the drop down.

You may need to choose “order status” and select your order from the list there first.

-On the next screen select **“Create Return Request."**

-You will need to enter the Part Number and either one of the following:

Serial Number (must be provided for Apple serialized product)

Invoice number (for non-serialized Apple product only)

\*You do not need to enter all three fields, please enter serial number for serialized product and the invoice number for non-serialized items.

-On the next screen, you must complete the following fields:

Quantity

Return reason

AppleCare case ID (only enter a valid Applecare case number, otherwise leave blank)

Customer reference (this is the PO#)

-Once submitted, you will receive and acknowledgment of submission.  You will receive receive approval/rejection notification typically in 1-2 business days.

Here is a movie that may help:  [http://salesdownload.apple.com/public/olss/video/OLSS\_EN\_2013-8-7\_v1-1280x720\_QT7\_-\_2Mbs.mov](https://urldefense.proofpoint.com/v2/url?u=http-3A__salesdownload.apple.com_public_olss_video_OLSS-5FEN-5F2013-2D8-2D7-5Fv1-2D1280x720-5FQT7-5F-2D-5F2Mbs.mov&d=DwMFaQ&c=ZQs-KZ8oxEw0p81sqgiaRA&r=zznEsY7KVX6GVsO5T3WqVse2cLPTu5e6tnIkOlgfB2I&m=LGi6i8WYcxBX5Qpnn1PPg4HIYiVLrQM43fMVemXWEI0&s=-qOFix1C0tTQCR0XV8_fH2UqUeM7zU7yiquaQibMv2Q&e=)